

Product Registration

For complete peace of mind,
extend your warranty!

see details inside

Now you can
register on the Web!

<http://warranty.apc.com>

enter key code: q437x

APC[®]
Legendary Reliability[®]

*APC encourages all customers to register their APC products.
However, failure to do so will not diminish rights to warranty.

How to register your product:

1 NEW OPTION

Visit the APC Web site and use APC's fast and easy online registration:

<http://warranty.apc.com>

enter key code: q437x

<http://warranty.apc.com>

2 Or fill out the information below and fax to: (401) 789-3710

3 Or mail this postage paid card to APC

APC PRODUCT REGISTRATION FORM

All information must be completed.

☐ Mr. ☐ Mrs. ☐ Ms.

First Name

Last Name

Job Title

Company Name

Mailing Address

City

State/Province Zip/ Postal Code

Country

Phone

Fax

E-mail Address

APC model purchased :

- | | | |
|---|--|--|
| 1. <input type="checkbox"/> Back-UPS® CS | 9. <input type="checkbox"/> Smart-UPS® | 17. <input type="checkbox"/> Symmetra® LX |
| 2. <input type="checkbox"/> Back-UPS® ES | 10. <input type="checkbox"/> Smart-UPS® RM | 18. <input type="checkbox"/> Matrix-UPS® |
| 3. <input type="checkbox"/> Back-UPS® HS | 11. <input type="checkbox"/> Smart-UPS® RT | 19. <input type="checkbox"/> SurgeArrest® |
| 4. <input type="checkbox"/> Back-UPS® LS | 12. <input type="checkbox"/> Smart-UPS® SC | 20. <input type="checkbox"/> SurgeArrest® Notebook Pro |
| 5. <input type="checkbox"/> Back-UPS® RS | 13. <input type="checkbox"/> Smart-UPS® XL | 21. <input type="checkbox"/> PowerManager™ |
| 6. <input type="checkbox"/> Back-UPS® XS | 14. <input type="checkbox"/> Smart-UPS® XLRM | 22. <input type="checkbox"/> ProtectNet® Series |
| 7. <input type="checkbox"/> Back-UPS® Pro | 15. <input type="checkbox"/> Symmetra® | 23. <input type="checkbox"/> Line-R® |
| 8. <input type="checkbox"/> PowerStack® | 16. <input type="checkbox"/> Symmetra® RM | |



APC Model #

APC Serial #

Date Purchased month / day / year

Purchased From

City

State /Province Country

How did you first hear about APC?

- | | | |
|---|---|--|
| 1. <input type="checkbox"/> Advertising - Magazine/ Newspaper | 5. <input type="checkbox"/> Catalog | 9. <input type="checkbox"/> PC manufacturer |
| 2. <input type="checkbox"/> Advertising - TV/Radio | 6. <input type="checkbox"/> Trade show | 10. <input type="checkbox"/> Consultant |
| 3. <input type="checkbox"/> Reseller/Dealer/Salesperson | 7. <input type="checkbox"/> Store display | 11. <input type="checkbox"/> Editorial/Article |
| 4. <input type="checkbox"/> Relative/Friend/Co-worker | 8. <input type="checkbox"/> Internet | 12. <input type="checkbox"/> Other |

What type of equipment are you protecting with this APC product? (check all that apply)

- | | |
|--|---|
| 1. <input type="checkbox"/> Server | 11. <input type="checkbox"/> VoIP equipment |
| 2. <input type="checkbox"/> Stand-alone personal computer | 12. <input type="checkbox"/> Networking equipment (i.e. router, hub) |
| 3. <input type="checkbox"/> Networked personal computer | 13. <input type="checkbox"/> Telecom equipment (i.e. PBX, KEY system) |
| 4. <input type="checkbox"/> Laptop | 14. <input type="checkbox"/> Modem/Telephone |
| 5. <input type="checkbox"/> NT/RISC Workstation | 15. <input type="checkbox"/> Point of sale equipment |
| 6. <input type="checkbox"/> Midrange system | 16. <input type="checkbox"/> Medical/Lab equipment |
| 7. <input type="checkbox"/> External storage (i.e. SAN, NAS) | 17. <input type="checkbox"/> Audio/Video entertainment systems |
| 8. <input type="checkbox"/> Fax machine | 18. <input type="checkbox"/> Industrial equipment |
| | 19. <input type="checkbox"/> Other equipment |

Decision to purchase this product was based on: (check all that apply)

- | | |
|--|--|
| 1. <input type="checkbox"/> Dealer recommendation | 8. <input type="checkbox"/> Review/Editorial |
| 2. <input type="checkbox"/> Advertising | 9. <input type="checkbox"/> Company/Dept. standard |
| 3. <input type="checkbox"/> Past use of APC product | 10. <input type="checkbox"/> Product warranty |
| 4. <input type="checkbox"/> Relative/Friend/Co-worker | 11. <input type="checkbox"/> Equipment protection policy |
| 5. <input type="checkbox"/> PC manufacturer | 12. <input type="checkbox"/> Company reputation |
| 6. <input type="checkbox"/> Price | 13. <input type="checkbox"/> Product availability |
| 7. <input type="checkbox"/> Product features/ Specifications | 14. <input type="checkbox"/> Other |

Which of the following features were important to you when choosing this APC product? (check the three most important)

- | | |
|--|--|
| 1. <input type="checkbox"/> Appearance/Shape | 14. <input type="checkbox"/> USB Connectivity |
| 2. <input type="checkbox"/> Automatic Voltage Regulation (AVR) | 15. <input type="checkbox"/> Serial Connectivity |
| 3. <input type="checkbox"/> Battery backup runtime | 16. <input type="checkbox"/> SmartSlot expansion bay |
| 4. <input type="checkbox"/> Data recovery services | 17. <input type="checkbox"/> SNMP capable |
| 5. <input type="checkbox"/> Ergonomic design | 18. <input type="checkbox"/> Software features |
| 6. <input type="checkbox"/> Front panel/ Indicator displays | 19. <input type="checkbox"/> Unattended OS/ Application shutdown |
| 7. <input type="checkbox"/> Number of outlets | 20. <input type="checkbox"/> Software included with UPS |
| 8. <input type="checkbox"/> Output waveform | 21. <input type="checkbox"/> Software certification |
| 9. <input type="checkbox"/> Power capacity/VA/ Watt rating | 22. <input type="checkbox"/> Power line surge protection |
| 10. <input type="checkbox"/> Price | 23. <input type="checkbox"/> Ethernet surge protection |
| 11. <input type="checkbox"/> Redundant design | 24. <input type="checkbox"/> Phone line surge protection |
| 12. <input type="checkbox"/> Reliability | 25. <input type="checkbox"/> Cable/DSS surge protection |
| 13. <input type="checkbox"/> Size/Weight | 26. <input type="checkbox"/> User-replaceable batteries |
| | 27. <input type="checkbox"/> No specific features |
| | 28. <input type="checkbox"/> Other |

From what type of store did you purchase this APC product?

- | | |
|--|---|
| 1. <input type="checkbox"/> Computer products dealer | 7. <input type="checkbox"/> Mass merchant/Retail store |
| 2. <input type="checkbox"/> Value added reseller (VAR) | 8. <input type="checkbox"/> Power specialist |
| 3. <input type="checkbox"/> Mail order catalog | 9. <input type="checkbox"/> Computer manufacturer |
| 4. <input type="checkbox"/> Computer superstore | 10. <input type="checkbox"/> Internet retailer (e-tailer) |
| 5. <input type="checkbox"/> Warehouse club | 11. <input type="checkbox"/> Direct from APC |
| 6. <input type="checkbox"/> Office superstore | 12. <input type="checkbox"/> Other |

Was this product purchased and installed as part of the original system?

1. ☐ Yes 2. ☐ No

Where will this APC product be used?

- | | |
|---|--|
| 1. <input type="checkbox"/> Data center | 7. <input type="checkbox"/> Laboratory |
| 2. <input type="checkbox"/> Wiring closet | 8. <input type="checkbox"/> Retail store |
| 3. <input type="checkbox"/> Home | 9. <input type="checkbox"/> School/University/Library |
| 4. <input type="checkbox"/> Office | 10. <input type="checkbox"/> Hospital/Medical facility |
| 5. <input type="checkbox"/> Home office | 11. <input type="checkbox"/> Other |
| 6. <input type="checkbox"/> Factory | |

Which best describes your company's primary activity at this location:

- | |
|--|
| 1. <input type="checkbox"/> Communications/Broadcasting/Publishing |
| 2. <input type="checkbox"/> Consulting |
| 3. <input type="checkbox"/> Education |
| 4. <input type="checkbox"/> Engineering/Architecture/Construction |
| 5. <input type="checkbox"/> Finance/Banking/Accounting/Insurance/Real estate |
| 6. <input type="checkbox"/> Government/Military |
| 7. <input type="checkbox"/> Health/Medical |
| 8. <input type="checkbox"/> Legal services |
| 9. <input type="checkbox"/> Manufacturing/Industrial |
| 10. <input type="checkbox"/> Research/Development |
| 11. <input type="checkbox"/> Computer reseller/Distributor/Wholesaler |
| 12. <input type="checkbox"/> Other reseller/Distributor/Wholesaler |
| 13. <input type="checkbox"/> Other service industry |
| 14. <input type="checkbox"/> Not applicable |
| 15. <input type="checkbox"/> Other |

How many employees at your company?

- | | |
|---|---|
| 1. <input type="checkbox"/> 100 or less | 3. <input type="checkbox"/> More than 1,000 |
| 2. <input type="checkbox"/> 101-1,000 | 4. <input type="checkbox"/> Not applicable |

Which of the following best describes the job or position of the person who decided to purchase this product?

- | |
|---|
| 1. <input type="checkbox"/> Accountant/Banker /Financial Analyst |
| 2. <input type="checkbox"/> Administrative Staff |
| 3. <input type="checkbox"/> Art Director/Graphic Designer |
| 4. <input type="checkbox"/> Chairman/President/Owner/Partner |
| 5. <input type="checkbox"/> Consultant/Advisor |
| 6. <input type="checkbox"/> CFO/Controller/Treasurer |
| 7. <input type="checkbox"/> Data Comm./Telecom Manager |
| 8. <input type="checkbox"/> Editor/Writer |
| 9. <input type="checkbox"/> Educator |
| 10. <input type="checkbox"/> Engineer/Scientist/Programmer Analyst |
| 11. <input type="checkbox"/> LAN/Network Manager |
| 12. <input type="checkbox"/> LAN/Network Staff |
| 13. <input type="checkbox"/> MIS/DP Manager |
| 14. <input type="checkbox"/> Professional (Doctor/Lawyer/Architect) |

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What type of equipment are you protecting with this APC product? (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> 1. Server | <input type="checkbox"/> 11. VoIP equipment |
| <input type="checkbox"/> 2. Stand-alone personal computer | <input type="checkbox"/> 12. Networking equipment (i.e. router, hub) |
| <input type="checkbox"/> 3. Networked personal computer | <input type="checkbox"/> 13. Telecom equipment (i.e. PBX, KEY system) |
| <input type="checkbox"/> 4. Laptop | <input type="checkbox"/> 14. Modem/Telephone |
| <input type="checkbox"/> 5. NT/RISC Workstation | <input type="checkbox"/> 15. Point of sale equipment |
| <input type="checkbox"/> 6. Midrange system | <input type="checkbox"/> 16. Medical/Lab equipment |
| <input type="checkbox"/> 7. External storage (i.e. SAN, NAS) | <input type="checkbox"/> 17. Audio/Video entertainment systems |
| <input type="checkbox"/> 8. Fax machine | <input type="checkbox"/> 18. Industrial equipment |
| <input type="checkbox"/> 9. Printer | <input type="checkbox"/> 19. Other equipment _____ |
| <input type="checkbox"/> 10. Scanner | |

If using this product with computer or network equipment, which brand(s) of computer or network hardware do you protect with this APC product? (check all that apply)

- | | | | |
|---------------------------------------|--|--|---|
| <input type="checkbox"/> 1. 3-Com | <input type="checkbox"/> 9. EMC | <input type="checkbox"/> 17. Lucent | <input type="checkbox"/> 25. Sony |
| <input type="checkbox"/> 2. Acer | <input type="checkbox"/> 10. Fujitsu Siemens | <input type="checkbox"/> 18. Micron | <input type="checkbox"/> 26. Sun |
| <input type="checkbox"/> 3. Apple | <input type="checkbox"/> 11. Gateway | <input type="checkbox"/> 19. NEC/Packard Bell | <input type="checkbox"/> 27. Toshiba |
| <input type="checkbox"/> 4. Avaya | <input type="checkbox"/> 12. Hitachi | <input type="checkbox"/> 20. Netgear | <input type="checkbox"/> 28. Unisys |
| <input type="checkbox"/> 5. Cisco | <input type="checkbox"/> 13. HP/Compaq | <input type="checkbox"/> 21. Network Appliance | <input type="checkbox"/> 29. Non-branded |
| <input type="checkbox"/> 6. Dell | <input type="checkbox"/> 14. IBM | <input type="checkbox"/> 22. Nortel Networks | <input type="checkbox"/> 30. Non-computer |
| <input type="checkbox"/> 7. D-Link | <input type="checkbox"/> 15. Inter-Tel | <input type="checkbox"/> 23. Silicon Graphics | <input type="checkbox"/> 31. Other _____ |
| <input type="checkbox"/> 8. eMachines | <input type="checkbox"/> 16. Linksys | <input type="checkbox"/> 24. SNAP Appliance | |

If using this product with a computer, what type of hardware are you protecting with this APC product? (check all that apply)

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> 1. Intel X86/
Pentium Series | <input type="checkbox"/> 4. Intel Itanium | <input type="checkbox"/> 8. Sparc | <input type="checkbox"/> 12. Not applicable |
| <input type="checkbox"/> 2. AMD X86 | <input type="checkbox"/> 5. Mac G3 | <input type="checkbox"/> 9. AS/400/Mini | <input type="checkbox"/> 13. Other _____ |
| <input type="checkbox"/> 3. Cyrex | <input type="checkbox"/> 6. Mac G4 | <input type="checkbox"/> 10. Power PC | |
| | <input type="checkbox"/> 7. iMac | <input type="checkbox"/> 11. Alpha | |

If you purchased an APC UPS, what type of interface device or software do you use with this UPS?

- | | | |
|--|---|--|
| <input type="checkbox"/> 1. PowerChute® Business Edition | <input type="checkbox"/> 7. APC Shutdown Manager | <input type="checkbox"/> 12. Interface Cable |
| <input type="checkbox"/> 2. PowerChute® Personal Edition | <input type="checkbox"/> 8. APC Enterprise Manager | <input type="checkbox"/> 13. None |
| <input type="checkbox"/> 3. PowerChute® plus | <input type="checkbox"/> 9. APC InfraStruXure Manager | <input type="checkbox"/> 14. Other _____ |
| <input type="checkbox"/> 4. PowerChute® Inventory Manager | | |
| <input type="checkbox"/> 5. PowerChute® Network Shutdown | <input type="checkbox"/> 10. SNMP Agent | |
| <input type="checkbox"/> 6. Web SNMP/Network Management Card | <input type="checkbox"/> 11. Power Management Extensions-Win 98 | |

If using this product with a computer, which operating system is used on the computers that are protected by this APC product? (check all that apply)

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> 1. Windows 95 | <input type="checkbox"/> 6. Windows XP | <input type="checkbox"/> 11. SCO Unix | <input type="checkbox"/> 16. UNIXWARE |
| <input type="checkbox"/> 2. Windows 98 | <input type="checkbox"/> 7. Mac OS | <input type="checkbox"/> 12. Red Hat Linux | <input type="checkbox"/> 17. OS/2 |
| <input type="checkbox"/> 3. Windows Me | <input type="checkbox"/> 8. Novell Netware | <input type="checkbox"/> 13. HP-UX | <input type="checkbox"/> 18. Other Linux |
| <input type="checkbox"/> 4. Windows NT | <input type="checkbox"/> 9. Solaris/Sun OS (on Sparc) | <input type="checkbox"/> 14. AIX | <input type="checkbox"/> 19. Other Unix |
| <input type="checkbox"/> 5. Windows 2000 | <input type="checkbox"/> 10. Solaris (on Intel) | <input type="checkbox"/> 15. Tru64 | <input type="checkbox"/> 20. Not applicable |
| | | <input type="checkbox"/> 21. Other _____ | |

- | |
|---|
| <input type="checkbox"/> 5. Consultant/Advisor |
| <input type="checkbox"/> 6. CFO/Controller/Treasurer |
| <input type="checkbox"/> 7. Data Comm./Telecom Manager |
| <input type="checkbox"/> 8. Editor/Writer |
| <input type="checkbox"/> 9. Educator |
| <input type="checkbox"/> 10. Engineer/Scientist/Programmer Analyst |
| <input type="checkbox"/> 11. LAN/Network Manager |
| <input type="checkbox"/> 12. LAN/Network Staff |
| <input type="checkbox"/> 13. MIS/DP Manager |
| <input type="checkbox"/> 14. Professional (Doctor/Lawyer/Architect) |
| <input type="checkbox"/> 15. System Support |
| <input type="checkbox"/> 16. Facilities Manager/Staff |
| <input type="checkbox"/> 17. Purchasing Manager/Staff |
| <input type="checkbox"/> 18. Manager/Supervisor (not listed above) |
| <input type="checkbox"/> 19. Not applicable |
| <input type="checkbox"/> 20. Other _____ |

How are we doing?

Please provide comments on APC products and/or service.
If you have a question that requires a response, please visit:
<http://www.apc.com/support>

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NOW, Extend your warranty!



YES!

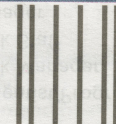
I would like to purchase an extended warranty. For details call

1-800-800-4APC

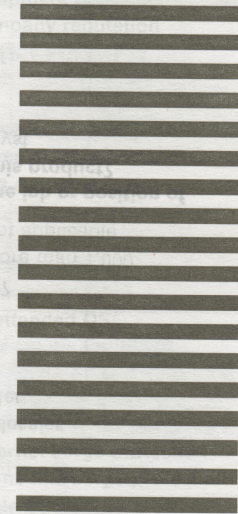


**APC has won more than
150 awards for performance
and reliability.**

APC
Legendary Reliability®



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IN THE
UNITED STATES



BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY ADDRESSEE

AMERICAN POWER CONVERSION
ATTENTION CRC: q437x
132 FAIRGROUNDS RD
PO BOX 278
WEST KINGSTON RI 02892-9906



Now register online!

HERE'S HOW:

- Visit the APC Web site and go to:

<http://warranty.apc.com>

ENTER KEY CODE: **q437x**

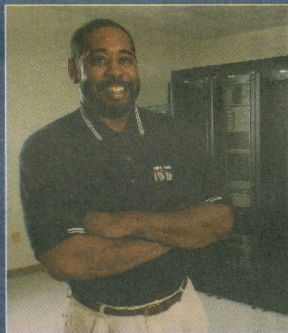
OR

- Fill out the registration information and fax to: **(401) 789-3710**

OR

- Fill out the registration information and mail this postage paid card (refold and seal at top - NO STAPLES PLEASE)

Register your APC equipment today!



APC has won more than 150 awards for performance and reliability.

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